

ABSTRACT

Methods and systems where remotely accessible machine-provided data is provided to a customer support (e.g., "help desk") enterprise system wherein the data automatically satisfies a need for most information traditionally provided for analysis manually during a conversation. Advanced data enables help desk personnel to expeditiously interact with customers and gather specific data useful for isolating a problem and correcting it. Data can convey information regarding a machine's model type, location, serial number, usage history (e.g., counter data), fault codes, etc. Data can be provided directly by the machine over networks to customer support facilities.